

Applicant: Suriyan Lohavichan
For: Web-Based Survey Method for Measuring Customer Service Response

Abstract of the Disclosure

A web-based survey method for measuring customer service response, comprising: creating and storing a plurality of questions to be sent to customer service web sites; grouping the questions into one or more groups; storing service web site destination identifying information; defining the parameters of a service survey, including at least the questions for the survey and the service web site destination identifying information; responsive to at least one parameter of the defined survey, automatically transmitting one or more questions from the survey to one or more service web site destinations from the survey; storing emailed responses received from the destination service web sites; and automatically extracting and storing data from the stored emailed responses.